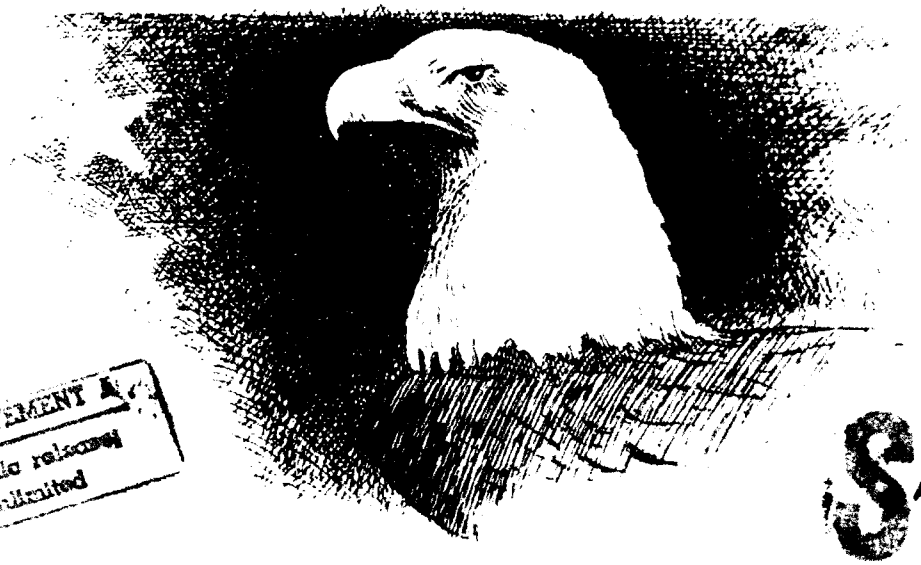
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Total Quality Management

A Selected Bibliography



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The United States, as an industrialized nation, has no choice about whether to march in the total quality management parade. The only choice is whether it marches at the front, middle or end. DoD chooses to be at the front of the parade. It is turning the corner, and there is no looking back.

Excerpt from "Total Quality Management: A View from the Top." DEFENSE 91, January-February 1991, p. 15.

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Total Quality Management (TQM) in the Department of Defense is a strategy for continuously improving performance at every level, and in all areas of responsibility. It combines fundamental management techniques, existing improvement efforts, and specialized technical tools under a disciplined structure focused on continuously improving all processes. Improved performance is directed at satisfying such broad goals as cost, quality, schedule, and mission need and suitability. Increasing user satisfaction is the overriding objective. The TQM effort builds on the pioneering work of Dr. W.E. Deming, Dr. J.H. Juran, and others, and benefits from both private and public sector experience with continuous process improvement.

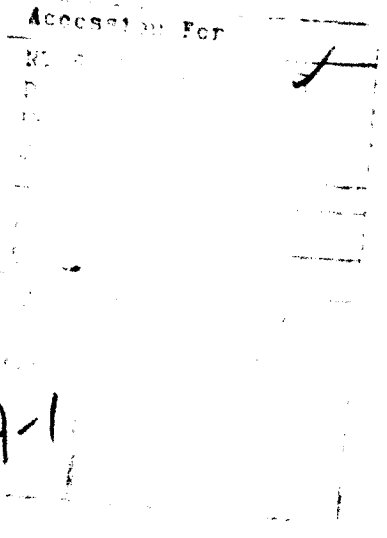
- Concept as presented in the TOTAL QUALITY MANAGEMENT MASTER PLAN published by the US Department of Defense, August 1988.

PREFACE

This bibliography reflects selected books, documents, periodical articles, and videos on the subject of Total Quality Management (TQM). All the items are in the collection of the U.S. Army War College Library. For your convenience, we have added our call numbers at the end of each book, document, and video entry. (Keep in mind that call numbers vary from library to library.)

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TOTAL QUALITY MANAGEMENT

A Selected Bibliography

CONTENTS

Preface i

Overview, Philosophy, and General Information 1

Materials By and About the Quality Masters or Their Ideas 3

Leadership/Management Aspects of TQM 6

Implementation 10

Training 13

Empowerment 14

Teams/Groups 15

Measurement/Quality Control Tools/Benchmarking 18

ISO 9000 Series 20

Customer Focus 21

Attitudes, Psychological Factors 23

Awards for Quality 24

TQM and the Department of Defense 25

TQM and Government 30

TQM and Business/Industry 31

TQM and Academia 35

Bibliographies/Resources 36

The Future 37

Periodicals Specializing in TQM Articles 38

Videorecordings 38

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